

Stroke Association Connect

July update

Rebuilding lives after stroke

Stroke
Association



Welcome to the first Stroke Association Connect monthly update. The new service aims to ensure that all stroke survivors receive some vital support to rebuild their lives after stroke during the coronavirus (COVID-19) pandemic. Each month, we'll bring you the latest news and updates from the service.

Your stroke survivors

All NHS Teams who have set themselves up with the Stroke Association Connect service will have received a personalised version of this newsletter, providing information about the stroke survivors they have referred into the service. We currently have over 45 NHS Teams set up. If your Team isn't set up with Stroke Association Connect and you have no existing Stroke Association Stroke Recovery Service (or equivalent) in your area, please get in touch. You can find out more about the service and how to set up your team at stroke.org.uk/connect.

Early feedback from stroke survivors

As a new service, it's vital that we understand how people affected by stroke are experiencing Stroke Association Connect and whether it's making a positive difference for them. One way we're doing this is by phoning and speaking with a selection of service users each and every week. This feeds into our formal evaluation, but also enables us to refine and improve the service in real time in response to their feedback. Here's a selection of comments from service users this month.

"It's nice to know that I have not just been discharged from hospital and left to my own devices. There is help there if I need it."

"He asked me about the specifics of my situation. He was really nice and reassuring. He explained everything clearly to me - I get a bit puzzled sometimes."

“When [stroke] hits you it is ruthless, it’s nice when people realise the things you put up with and that things are a bit strange now.”

“If I had known that you were going to call me in advance I might have been better prepared. However the conversation and advice were very useful to me. Thanks.”

“[The Stroke Association Connector] is going to let me speak to someone who has had a stroke, matching me up with a trained volunteer. So, it’s nice to get that kind of reassurance.”

Feedback from clinical teams

We have also received some positive feedback from clinical teams when significant clinical concerns have been identified through the Stroke Association Connect service and we’ve got in touch. Some examples have been shared with us recently which have demonstrated the impact that working together in this integrated way can have for people affected by stroke. It ensures that they have the understanding and support they need to make a safe recovery.

In the middle of July, we’ll be sending out a short electronic survey to formally capture feedback from NHS teams about the service. However, we’d encourage teams to continue to share examples with us in the meantime, and to let us know how this process is working for you and your patients.



Michael Keeling @keeling_michael · Jun 8

Replying to @TheStrokeAssoc and @nickede

We are referring patients to the service @YorkTeachingNHS from our #stroke service and it’s working well so far, queries being sent back and answers provided, very positive start to this new service. @GemmaELLISON8 @jenniewalker1 @AMHunter06



A few reminders

- **“Find out More” webinars:** at the start of June, we held two webinars for stroke professionals, providing an overview of the Stroke Association Connect service and how it will be evaluated. If you were unable to join the session, you can watch it back [here](#).
- **Patient leaflet:** our Stroke Association Connectors are finding that some stroke survivors are unaware that we'll be getting in touch with them after they've left hospital. While this could be for many reasons, we have a patient information flyer available [here](#) on our website which you may wish to share with them.
- **Stroke diagnosis:** we have recently been receiving a number of referrals for patients who indicate that they have not had a stroke. Please remember that Stroke Association Connect is for people with a confirmed stroke who have been discharged home from inpatient care or their carer/loved one.

Other news from the Stroke Association

- We've worked in partnership with A Stroke of Luck, who specialise in **exercise-based recovery**, to develop new **videos** to help people who have had a stroke be more active at home.
- We recently undertook an **online survey** of people affected by stroke to better understand how the coronavirus pandemic has affected stroke survivors and their loved ones. We received over **1900 complete responses** and are now analysing the data collected.
- To mark Aphasia awareness month, we launched **new resources** to **help people with aphasia to get online** and be more connected at this time.

If you have any questions about Stroke Association Connect, or experiences and feedback you wish to share with us, please do get in touch via strokeassociation.connect@nhs.net.